

**GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA**

UNSTARRED QUESTION NO:3535
ANSWERED ON:07.04.2003
PASSENGER AMENITIES AT IGI AIRPORT
CHANDRA VIJAY SINGH;KAMBALAPADU E. KRISHNAMURTHY

Will the Minister of CIVIL AVIATION be pleased to state:

- (a) whether the Government are aware about the poor passenger amenities such as non-functional escalators, absence of duty officers at luggage and customs collection centres and unsanitary condition at arrival lounge at IGI Airport, New Delhi;
- (b) if so, whether the Government is contemplating to bring some improvements in the passenger amenities provided at IGI Airport;
- (c) if so, the details thereof;
- (d) whether the said work has been completed;
- (e) if not, the reasons for delay; and
- (f) by when the remaining work is likely to be completed?

Answer

MINISTER OF STATE IN THE MINISTRY OF CIVIL AVIATION (SHRI SHRIPAD YESSO NAIK)

(a):- Escalators are functioning properly at the airport and for better efficacy and passenger safety the escalators are shut down for routine maintenance from time to time as per schedule. No case of absence of official at luggage and custom collection centre has been reported. Deficiencies in service standards are taken up with the respective agencies and reviewed in the monthly 'Airport Facilitation Committee' meetings. All efforts are made to ensure high standard of cleanliness.

(b), (c), (d), (e) & (f):- Several measures for improving the overall aesthetics and service standards have been initiated like improved seats provided at Transit area, security hold area and arrival hall of Terminal-II, providing quality coaches for Airport Transfer and their synchronization with flight timings, a large aquarium provided in transit area of Terminal-II, replaced old entertainment TVs and CCTV monitors, new system of seamless transfer of transit passengers through airside have been completed and action is on hand to provide ATM at Terminal-IB, renovation of ITDC/DTDC counters, internet kiosk in visitors areas and transit area, refurbishment of retiring rooms, provision of state-of-the-art Telecom Centre, new railway reservation counter at domestic terminal, refurbishment of Baggage conveyor system in arrival hall and provision of belts with additional length, setting up of world class fast food outlets and induction of additional passenger baggage trolleys which are progressing as scheduled and majority of the actions on hand are in the final stage of completion.